



U.S. Department
of Veterans Affairs

NY/NJ VA Health Care Network
James J. Peters VA Medical Center
(Bronx, NY)

130 West Kingsbridge Road | Bronx, NY 10468
718-584-9000

www.bronx.va.gov

Dear Veteran;

March 20, 2020

Our patients' health and safety are our top priorities at The James J. Peters VA Medical Center. The COVID-19 pandemic is a new challenge, but our mission is not new nor is our ability to deliver on our promise to our Veterans, their families and caregivers.

We are taking a number of precautionary steps to minimize the risk of exposure to our patients and the community. These steps will help us shift our healthcare resources to this healthcare emergency so that we may provide care to those who need it most.

NOTICE TO ALL PATIENTS:

Elective procedures and routine care visits have been postponed during the Coronavirus pandemic.

In response to the current COVID-19 public health crisis, we have made the decision to **postpone elective procedures and all non-urgent clinic visits** beginning immediately and until further notice.

We ask that you please contact your PAC Team to receive more information about your care.

Please do not walk into any of our clinics without an appointment. We ask that you first call your PAC Team before visiting our VA. If you feel you have been exposed to COVID-19 or have symptoms like those on the CDC website, please contact our VA Nurse Helpline 1-800-877-6976.

What to do if you have an upcoming non-urgent, routine visit:

If you have an upcoming visit that you consider non-urgent and routine, we kindly ask that you reschedule your visit by calling the James J. Peters VA Medical Center at 718-584-9000 ext. 5301.

Use of Video Visits:

If you need to keep your appointment, please reach out to your provider to inquire about tele-health visits. Many of our Primary Care and specialty physicians have increased the usage of Telemedicine services for our Veterans and Caregivers. In addition, please consider My HealtheVet Secure Messaging.

Keeping you informed:

To stay up to date on the latest information and updates, please visit the CDC website: www.emergency.cdc.gov, which include answers to your most frequently asked questions.

We apologize for the inconvenience these changes pose to you, your family and caregiver. We will continue to handle this challenge as we have handled others, with steadiness, professionalism, excellence and support for one another.

Warm Regards,



Anthony J. Reino, MD, M.Sc., FACS
Interim Chief of Staff
Chief Department of Otolaryngology-Head & Neck Surgery
The James J. Peters VA Medical Center
Professor & Dean of Veteran's Affairs
The Icahn School of Medicine at Mount Sinai